



Faculty of Social work

The Role of the Governmental and Civil Efforts in Achieving of Consumer Protection as one of the Mechanisms for Social Protection of Citizens in Egypt

Assistant professor / El Sayed Ali Osman Ahmed

Assistant professor at the Department of Development and Planning
Faculty of Social work – University of fayoum

Abstract :

The current study belongs to the type of descriptive analytical studies, Which aimed to determine the role of governmental and civil society efforts in spreading the culture of consumer protection, Protecting consumer rights, achieving social protection for the consumer, identifying obstacles facing the role of governmental and civil society efforts in achieving consumer protection, coming up with proposals to activate the role of governmental and civil society efforts in achieving consumer protection, To achieve the objectives of the study, it relied on a measurement form as the main tool. The tool consists of (50) statements in addition to the primary data, and its validity and reliability were confirmed, It was applied in the field to a sample of (86) individuals through a comprehensive social survey of employees of the Central Consumer Cooperative Union in Fayoum, as well as employees of the Consumer Cooperative Society in Fayoum and consumer protection associations, and those responsible for the management of civil society associations in the Social Solidarity Directorate, The study reached several results, namely: that the most important roles of governmental and civil society efforts in spreading the culture of consumer protection are represented in organizing various activities on consumer protection (issuing bulletins, organizing lectures, etc), Its role in protecting consumer rights was to determine consumers' needs for basic goods and services, Regarding its role in achieving social protection for the consumer, it was represented by organizing various exhibitions to provide goods at appropriate prices to the consumer, The most important obstacles are the presence of many challenges facing the authorities concerned with consumer protection, while the most important proposals were published information about violating business owners in consumer protection cases.

-Keywords: role, governmental and civil efforts, consumer protection, social protection mechanisms.

رئيس مجلس القسم

أ.د/ وفاء يسري إبراهيم